Dell™ Latitude™ D530

Quick Reference Guide

Model PP17L

Notes, Notices, and Cautions

NOTE: A NOTE indicates important information that helps you make better use of your computer.

NOTICE: A NOTICE indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

CAUTION: A CAUTION indicates a potential for property damage, personal injury, or death.

Information in this document is subject to change without notice.
© 2007 Dell Inc. All rights reserved.

Reproduction in any manner whatsoever without the written permission of Dell Inc. is strictly forbidden.

Trademarks used in this text: *Dell*, the *DELL* logo, *Latitude, ExpressCharge,* and *Undock & Go* are trademarks of Dell Inc.; *Microsoft*, *Windows*, *Outlook,* and *Windows Vista* are either trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries; *Bluetooth* is a registered trademark owned by Bluetooth SIG, Inc. and is used by Dell under license.

Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and names or their products. Dell Inc. disclaims any proprietary interest in trademarks and trade names other than its own.

Model PP17L

September 2007 P/N PT052 Rev. A00

Contents

Finding Information **5**

Setting Up Your Computer **11**

Transferring Information to a New Computer 11

Turning Off Your Computer 16

About Your Computer **17**

Front View 17

Left Side View 18

Right Side View 18

Back View 19

Bottom View 20

Using a Battery **21**

Battery Performance 21

Checking the Battery Charge 22

Power Management Modes 24

Configuring Power Management Settings 26

Accessing Power Options Properties 26

Charging the Battery 26

Replacing the Battery 27

Storing a Battery 28

Troubleshooting **28**

Lockups and Software Problems 29

Dell Diagnostics 30

Index 35

Finding Information

NOTE: Some features or media may be optional and may not ship with your computer. Some features or media may not be available in certain countries.

NOTE: Additional information may ship with your computer.

What Are You Looking For?	Find It Here
• A diagnostic program for my computer • Drivers for my computer • My device documentation • Notebook System Software (NSS)	**Drivers and Utilities Disc** Documentation and drivers are already installed on your computer. You can use the disc to reinstall drivers (see "Reinstalling Drivers and Utilities" in your *User's Guide*) or to run the Dell Diagnostics (see "Starting the Dell Diagnostics From the Optional Drivers and Utilities Disc" on page 32). Readme files may be included on your disc to provide last-minute updates about technical changes to your computer or advanced technical-reference material for technicians or experienced users. **NOTE:** Drivers and documentation updates can be found at **support.dell.com**. **NOTE:** The *Drivers and Utilities* disc may be optional and may not ship with your computer.

What Are You Looking For?	Find It Here
• Warranty information • Terms and Conditions (U.S. only) • Safety instructions • Regulatory information • Ergonomics information • End User License Agreement	**Dell™ Product Information Guide**
• Specifications • How to configure system settings • How to troubleshoot and solve problems	**Dell Latitude™ User's Guide** *Microsoft® Windows® XP and Windows Vista™ Help and Support Center* **1** Click **Start→ Help and Support→ Dell User and System Guides→ System Guides**. **2** Click the *User's Guide* for your computer.

What Are You Looking For?	Find It Here
• Service Tag and Express Service Code • Microsoft Windows License Label	**Service Tag and Microsoft® Windows® License** **NOTE:** Your computer's Service Tag and Microsoft Windows License labels are located on your computer. Your computer's Service Tag contains both a Service Tag number and an Express Service Code. • Use the Service Tag to identify your computer when you use **support.dell.com** or contact support. • Enter the Express Service Code to direct your call when contacting support. • Use the product key on the License Label if you need to reinstall your operating system. **NOTE:** As an increased security measure, the newly designed Microsoft Windows license label incorporates a missing portion or "hole" to discourage removal of the label.

What Are You Looking For?	Find It Here
• Solutions — Troubleshooting hints and tips, articles from technicians, and online courses, frequently asked questions • Community — Online discussion with other Dell customers • Upgrades — Upgrade information for components, such as memory, the hard drive, and the operating system • Customer Care — Contact information, service call and order status, warranty, and repair information • Service and support — Service call status and support history, service contract, online discussions with technical support • Dell Technical Update Service — Proactive e-mail notification of software and hardware updates for your computer • Reference — Computer documentation, details on my computer configuration, product specifications, and white papers • Downloads — Certified drivers, patches, and software updates	**Dell Support Website — support.dell.com** **NOTE:** Select your region or business segment to view the appropriate support site.

What Are You Looking For?	Find It Here
• Notebook System Software (NSS) — If you reinstall the operating system for your computer, you should also reinstall the NSS utility. NSS provides critical updates for your operating system and support for processors, optical drives, USB devices, and so on. NSS is necessary for correct operation of your Dell computer. The software automatically detects your computer and operating system and installs the updates appropriate for your configuration.	To download Notebook System Software: **1** Go to **support.dell.com** and click **Drivers & Downloads**. **2** Enter your Service Tag and click **Go**, or select your Product Type and Product Model and click **Confirm**. **3** Click the plus sign (+) by **System Utilities**, click **Notebook System Software**, and click **Download Now**. **4** Click **Run** to run the utility. **NOTE:** The support.dell.com user interface may vary depending on your selections.
• Software upgrades and troubleshooting hints — Frequently asked questions, hot topics, and general health of your computing environment	**Dell Support Utility** The Dell Support Utility is an automated upgrade and notification system installed on your computer. This support provides real-time health scans of your computing environment, software updates, and relevant self-support information. Access the Dell Support Utility from the icon in the taskbar.
• How to find information about my computer and its components • How to connect to the Internet • How to add user accounts for different people • How to transfer files and settings from another computer	**Windows Welcome Center** The Windows Welcome Center automatically appears when you use the computer for the first tme. You can choose to have it appear every time you start your PC by placing a check in the **Run at startup** checkbox. Another method of accessing the Welcome Center is to click the Windows Vista Start button , and then click **Welcome Center**.

What Are You Looking For?	Find It Here
• How to use Microsoft Windows XP • How to use Microsoft Windows Vista • How to work with programs and files • How to personalize my desktop	**Windows Help and Support** *Microsoft Windows XP:* **1** Click the **Start** button and click **Help and Support**. **2** Either select one of the topics listed, or type a word or phrase that describes your problem into the **Search** box, click the arrow icon, and then click the topic that describes your problem. **3** Follow the instructions on the screen. *Microsoft Windows Vista:* **1** Click the Windows Vista Start button , and then click **Help and Support**. **2** In *Search Help*, type a word or phrase that describes your problem, and then press <Enter> or click the magnifying glass. **3** Click the topic that describes your problem. **4** Follow the instructions on the screen.
• Information on network activity, the Power Management Wizard, hotkeys, and other items controlled by Dell QuickSet.	**Dell QuickSet Help** To view *Dell QuickSet Help*, right-click the QuickSet icon in the Microsoft Windows taskbar, and select **Help**. The taskbar is located in the lower-right corner of your screen.
• How to reinstall my operating system	**Operating System Disc** **NOTE:** The *Operating System* disc may be optional and may not ship with your computer. **NOTE:** Pre-installed operating systems include a recover partition to restore your PC operating system.

What Are You Looking For?	Find It Here
	The operating system is already installed on your computer. To reinstall your operating system, use the *Operating System* disc. After you reinstall your operating system, use the *Drivers and Utilities* disc to reinstall drivers for the devices that came with your computer. Your operating system product key label is located on your computer. **NOTE:** The color of your disc varies based on the operating system you ordered.

Setting Up Your Computer

Transferring Information to a New Computer

You can use your operating system "wizards" to help you transfer files and other data from one computer to another—for example, from an *old* computer to a *new* computer. For instructions, see the following section that corresponds to the operating system that your computer is running.

Microsoft Windows XP

The Microsoft Windows XP operating system provides the Files and Settings Transfer Wizard to move data from a source computer to a new computer. You can transfer data, such as:

- E-mail messages
- Toolbar settings
- Window sizes
- Internet bookmarks

You can transfer the data to the new computer over a network or serial connection, or you can store it on removable media, such as a writable CD, for transfer to the new computer.

NOTE: You can transfer information from an old computer to a new computer by directly connecting a serial cable to the input/output (I/O) ports of the two computers. To transfer data over a serial connection, you must access the Network Connections utility from the Control Panel and perform additional configuration steps, such as setting up an advanced connection and designating the host computer and the guest computer.

For instructions on setting up a direct cable connection between two computers, see Microsoft Knowledge Base Article #305621, titled *How to Set Up a Direct Cable Connection Between Two Computers in Windows XP*. This information may not be available in certain countries.

For transferring information to a new computer, you must run the Files and Settings Transfer Wizard. You can use the optional *Operating System* disc for this process or you can create a wizard disk with the Files and Settings Transfer Wizard.

Running the Files and Settings Transfer Wizard With the Operating System Disc

NOTE: This procedure requires the *Operating System* disc. This disc is optional and may not be included with certain computers.

To prepare a new computer for the file transfer:

1. Open the Files and Settings Transfer Wizard: click **Start**→ **All Programs**→ **Accessories**→ **System Tools**→ **Files and Settings Transfer Wizard**.
2. When the **Files and Settings Transfer Wizard** welcome screen appears, click **Next**.

3 On the **Which computer is this?** screen, click **New Computer→ Next**.

4 On the **Do you have a Windows XP CD?** screen, click **I will use the wizard from the Windows XP CD→ Next**.

5 When the **Now go to your old computer** screen appears, go to your old or source computer. Do *not* click **Next** at this time.

To copy data from the old computer:

1 On the old computer, insert the Windows XP *Operating System* disc.

2 On the **Welcome to Microsoft Windows XP** screen, click **Perform additional tasks**.

3 Under **What do you want to do?**, click **Transfer files and settings→ Next**.

4 On the **Which computer is this?** screen, click **Old Computer→ Next**.

5 On the **Select a transfer method** screen, click the transfer method you prefer.

6 On the **What do you want to transfer?** screen, select the items you want to transfer and click **Next**.

After the information has been copied, the **Completing the Collection Phase** screen appears.

7 Click **Finish**.

To transfer data to the new computer:

1 On the **Now go to your old computer** screen on the new computer, click **Next**.

2 On the **Where are the files and settings?** screen, select the method you chose for transferring your settings and files and click **Next**.

The wizard reads the collected files and settings and applies them to your new computer.

When all of the settings and files have been applied, the **Finished** screen appears.

3 Click **Finished** and restart the new computer.

Running the Files and Settings Transfer Wizard Without the Operating System Disc

To run the Files and Settings Transfer Wizard without the *Operating System* disc, you must create a wizard disc that will allow you to create a backup image file to removable media.

To create a wizard disk, use your new computer with Windows XP and perform the following steps:

1. Open the Files and Settings Transfer Wizard: click **Start**→ **All Programs**→ **Accessories**→ **System Tools**→ **Files and Settings Transfer Wizard**.
2. When the **Files and Settings Transfer Wizard** welcome screen appears, click **Next**.
3. On the **Which computer is this?** screen, click **New Computer**→ **Next**.
4. On the **Do you have a Windows XP CD?** screen, click **I want to create a Wizard Disk in the following drive**→ **Next.**
5. Insert the removable media, such as a writable CD, and click **OK**.
6. When the disk creation completes and the `Now go to your old computer` message appears, *do not* click **Next**.
7. Go to the old computer.

To copy data from the old computer:

1. On the old computer, insert the wizard disk.
2. Click **Start**→ **Run**.
3. In the **Open** field on the **Run** window, browse to the path for **fastwiz** (on the appropriate removable media) and click **OK**.
4. On the **Files and Settings Transfer Wizard** welcome screen, click **Next**.
5. On the **Which computer is this?** screen, click **Old Computer**→ **Next**.
6. On the **Select a transfer method** screen, click the transfer method you prefer.
7. On the **What do you want to transfer?** screen, select the items you want to transfer and click **Next**.

   After the information has been copied, the **Completing the Collection Phase** screen appears.
8. Click **Finish**.

To transfer data to the new computer:

1. On the **Now go to your old computer** screen on the new computer, click **Next**.
2. On the **Where are the files and settings?** screen, select the method you chose for transferring your settings and files and click **Next**. Follow the instructions on the screen.

   The wizard reads the collected files and settings and applies them to your new computer.

   When all of the settings and files have been applied, the **Finished** screen appears.
3. Click **Finished** and restart the new computer.

NOTE: For more information about this procedure, search **support.dell.com** for document #154781 (*What Are The Different Methods To Transfer Files From My Old Computer To My New Dell™ Computer Using the Microsoft® Windows® XP Operating System?*).

NOTE: Access to the Dell Knowledge Base document may not be available in certain countries.

Microsoft Windows Vista

1. Click the Windows Vista Start button, and then click **Transfer files and settings→ Start Windows Easy Transfer**.
2. In the **User Account Control** dialog box, click **Continue**.
3. Click **Start a new transfer** or **Continue a transfer in progress**.

Follow the instructions provided on the screen by the Windows Easy Transfer wizard.

Turning Off Your Computer

NOTICE: To avoid losing data, save and close all open files and exit all open programs before you turn off your computer.

1. Shut down the operating system:
   a. Save and close all open files and exit all open programs.
   b. *In the Microsoft Windows XP operating system*, click **Start→ Shut Down→ Shut down**.

      In the Microsoft Windows Vista™ operating system, click the Windows Vista Start button, click the arrow in the lower-right corner of the Start menu as shown below, and then click **Shut Down**.

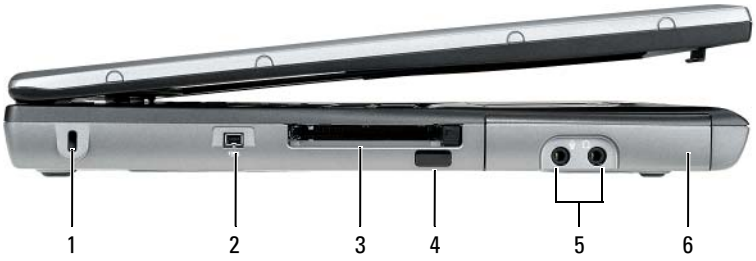
      The computer turns off after the operating system shutdown process is complete.
2. Ensure that the computer and all attached devices are turned off. If your computer and attached devices did not automatically turn off when you shut down your operating system, press and hold the power button for about 4 seconds to turn them off.

About Your Computer

Front View

1	display	2	device status lights
3	keyboard	4	touch pad
5	display latch	6	speaker
7	touch pad buttons	8	keyboard status lights
9	power button		

Left Side View

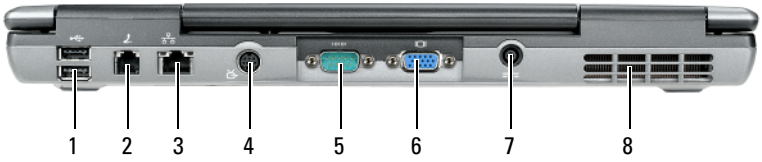


1	security cable slot	2	IEEE 1394 Connector
3	PC Card/ExpressCard slot	4	infrared sensor
5	audio connectors (2)	6	hard drive

Right Side View

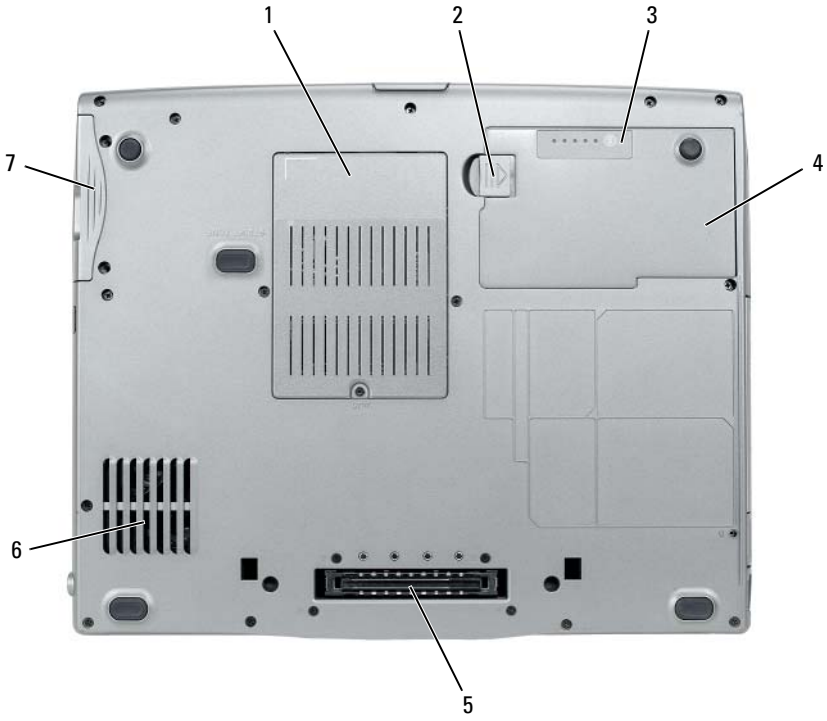
1	media bay	2	device latch release
3	USB connectors (2)		

Back View



1	USB connectors (2)	2	modem connector (RJ-11)
3	network connector (RJ-45)	4	S-video TV-out connector
5	serial connector	6	video connector
7	AC adapter connector	8	air vents

Bottom View



1	memory module/modem/WLAN Mini-Card/coin-cell battery cover	2	battery-bay latch release
3	battery charge gauge/health gauge	4	battery
5	docking-device connector	6	air vents
7	hard drive		

Using a Battery

Battery Performance

NOTE: For information about the Dell warranty for your computer, see the *Product Information Guide* or separate paper warranty document that shipped with your computer.

For optimal computer performance and to help preserve BIOS settings, operate your Dell portable computer with the main battery installed at all times. One battery is supplied as standard equipment in the battery bay.

NOTE: Because the battery may not be fully charged, use the AC adapter to connect your new computer to an electrical outlet the first time you use the computer. For best results, operate the computer with the AC adapter until the battery is fully charged. To view battery charge status, check the Power Meter in Power Options (see "Accessing Power Options Properties" on page 26).

NOTE: Battery operating time (the time the battery can hold a charge) decreases over time. Depending on how often the battery is used and the conditions under which it is used, you may need to purchase a new battery during the life of your computer.

NOTE: It is recommended that you connect your computer to an electrical outlet when writing to a CD or DVD.

Operating time is significantly reduced when you perform operations including, but not limited to, the following:

- Using optical drives.
- Using wireless communications devices, PC Cards, Express Cards, media memory cards, or USB devices.
- Using high-brightness display settings, 3D screen savers, or other power-intensive programs such as complex 3D graphics applications.
- Running the computer in maximum performance mode. See "Configuring Power Management Settings" on page 26 for information about accessing Windows Power Options Properties or Dell QuickSet, which you can use to configure power management settings.

You can check the battery charge before you insert the battery into the computer. You can also set power management options to alert you when the battery charge is low.

CAUTION: Using an incompatible battery may increase the risk of fire or explosion. Replace the battery only with a compatible battery purchased from Dell. The battery is designed to work with your Dell computer. Do not use a battery from other computers with your computer.

CAUTION: Do not dispose of batteries with household waste. When your battery no longer holds a charge, call your local waste disposal or environmental agency for advice on disposing of a lithium-ion battery. See "Battery Disposal" in the *Product Information Guide*.

CAUTION: Misuse of the battery may increase the risk of fire or chemical burn. Do not puncture, incinerate, disassemble, or expose the battery to temperatures above 65°C (149°F). Keep the battery away from children. Handle damaged or leaking batteries with extreme care. Damaged batteries may leak and cause personal injury or equipment damage.

Checking the Battery Charge

The Dell QuickSet Battery Meter, the Microsoft Windows **Power Meter** window and icon, the battery charge gauge and health gauge, and the low-battery warning provide information on the battery charge.

Dell QuickSet Battery Meter

If Dell QuickSet is installed, press <Fn><F3> to display the QuickSet Battery Meter. The Battery Meter displays status, battery health, charge level, and charge completion time for the battery in your computer.

For more information about QuickSet, right-click the QuickSet icon in the taskbar, and click **Help**.

Microsoft Windows Power Meter

The Windows Power Meter indicates the remaining battery charge. To check the Power Meter, double-click the icon on the taskbar.

If the computer is connected to an electrical outlet, a icon appears.

Charge Gauge

By either pressing once or *pressing and holding* the status button on the charge gauge on the battery, you can check:

- Battery charge (check by pressing and *releasing* the status button)
- Battery health (check by pressing and *holding* the status button)

The battery operating time is largely determined by the number of times it is charged. After hundreds of charge and discharge cycles, batteries lose some charge capacity—or battery health. That is, a battery can show a status of "charged" but maintain a reduced charge capacity (health).

Check the Battery Charge

To check the battery charge, *press and release* the status button on the battery charge gauge to illuminate the charge-level lights. Each light represents approximately 20 percent of the total battery charge. For example, if the battery has 80 percent of its charge remaining, four of the lights are on. If no lights appear, the battery has no charge.

Check the Battery Health

NOTE: You can check battery health in one of two ways: by using the charge gauge on the battery as described below and by using the Battery Meter in Dell QuickSet. For information about QuickSet, right-click the icon in the taskbar, and click **Help**.

To check the battery health using the charge gauge, *press and hold* the status button on the battery charge gauge for at least 3 seconds. If no lights appear, the battery is in good condition, and more than 80 percent of its original charge capacity remains. Each light represents incremental degradation. If five lights appear, less than 60 percent of the charge capacity remains, and you should consider replacing the battery. See "Using a Battery" on page 21 for more information about the battery operating time.

Low-Battery Warning

NOTICE: To avoid losing or corrupting data, save your work immediately after a low-battery warning. Then connect the computer to an electrical outlet, or install a second battery in the media bay. If the battery runs completely out of power, hibernate mode begins automatically.

A pop-up window warns you when the battery charge is approximately 90 percent depleted. If two batteries are installed, the low-battery warning means that the combined charge of both batteries is approximately 90 percent depleted. The computer enters hibernate mode when the battery charge is at a critically low level.

You can change the settings for the battery alarms in QuickSet or the **Power Options Properties** window. See "Configuring Power Management Settings" on page 26 for information about accessing QuickSet or the **Power Options Properties** window.

Conserving Battery Power

Perform the following actions to conserve battery power:

- Connect the computer to an electrical outlet when possible because battery life is largely determined by the number of times the battery is used and recharged.
- Place the computer in standby mode or hibernate mode when you leave the computer unattended for long periods of time. See "Power Management Modes" on page 24.
- Use the Power Management Wizard or the **Power Options Properties** window to select options to optimize your computer's power usage. These options can also be set to change when you press the power button, close the display, or press <Fn><Esc>.

NOTE: See "Configuring Power Management Settings" on page 26 for information on conserving battery power.

Power Management Modes

Standby and Sleep Mode

Standby mode (sleep mode in Microsoft Windows Vista) conserves power by turning off the display and the hard drive after a predetermined period of inactivity (a time-out). When the computer exits standby or sleep mode, it returns to the same operating state it was in before entering standby or sleep mode.

NOTICE: If your computer loses AC and battery power while in standby or sleep mode, it may lose data.

To enter standby mode in Windows XP, click the **Start** button, click **Turn off computer**, and then click **Stand by**.

To enter sleep mode in Windows Vista, click the Windows Vista Start button , and then click **Sleep**.

Depending on how you set the power management options in the **Power Options Properties** window or the QuickSet Power Management Wizard, you may also use one of the following methods:

- Press the power button.
- Close the display.
- Press <Fn><Esc>.

To exit standby or sleep mode, press the power button or open the display, depending on how you set the power management options. You cannot make the computer exit standby or sleep mode by pressing a key or touching the touch pad.

Hibernate Mode

Hibernate mode conserves power by copying system data to a reserved area on the hard drive and then completely turning off the computer. When the computer exits hibernate mode, it returns to the same operating state it was in before entering hibernate mode.

NOTICE: You cannot remove devices or undock your computer while your computer is in hibernate mode.

Your computer enters hibernate mode if the battery charge level becomes critically low.

To manually enter hibernate mode in Windows XP, click the **Start** button, click **Turn off computer**, press and hold <Shift>, and then click **Hibernate**.

To manually enter hibernate mode in Windows Vista, click the Windows Vista Start button, and then click Hibernate.

Depending on how you set the power management options in the **Power Options Properties** window or the QuickSet Power Management Wizard, you may also use one of the following methods to enter hibernate mode:

- Press the power button.
- Close the display.
- Press <Fn><Esc>.

NOTE: Some PC Cards or Express Cards may not operate correctly after the computer exits hibernate mode. Remove and reinsert the card, or simply restart (reboot) your computer.

To exit hibernate mode, press the power button. The computer may take a short time to exit hibernate mode. You cannot make the computer exit hibernate mode by pressing a key or touching the touch pad. For more information on hibernate mode, see the documentation that came with your operating system.

Configuring Power Management Settings

You can use the QuickSet Power Management Wizard or Windows Power Options Properties to configure the power management settings on your computer. For more information about QuickSet, right-click the QuickSet icon in the taskbar and click **Help**.

Accessing Power Options Properties

Windows XP

Click the **Start** button, point to **Control Panel**→ **Performance and Maintenance**, and then click **Power Options**

Windows Vista

Click the Windows Vista Start button , click **Control Panel**, click **System and Maintenance**, and then click **Power Options**.

Charging the Battery

When you connect the computer to an electrical outlet or install a battery while the computer is connected to an electrical outlet, the computer checks the battery charge and temperature. If necessary, the AC adapter then charges the battery and maintains the battery charge.

NOTE: With Dell ExpressCharge™, when the computer is turned off, the AC adapter charges a completely discharged battery to 80 percent in about 1 hour and to 100 percent in approximately 2 hours. Charge time is longer with the computer turned on. You can leave the battery in the computer for as long as you like. The battery's internal circuitry prevents the battery from overcharging.

If the battery is hot from being used in your computer or being in a hot environment, the battery may not charge when you connect the computer to an electrical outlet.

The battery is too hot to start charging if the light flashes alternately green and orange. Disconnect the computer from the electrical outlet and allow the computer and the battery to cool to room temperature. Then connect the computer to an electrical outlet to continue charging the battery.

For information about resolving problems with a battery, see "Power Problems in your *User's Guide*.

Replacing the Battery

CAUTION: Using an incompatible battery may increase the risk of fire or explosion. Replace the battery only with a compatible battery purchased from Dell. The battery is designed to work with your Dell™ computer. Do not use a battery from other computers with your computer.

CAUTION: Before performing these procedures, turn off the computer, disconnect the AC adapter from the electrical outlet and the computer, disconnect the modem from the wall connector and computer, and remove any other external cables from the computer.

NOTICE: You must remove all external cables from the computer to avoid possible connector damage.

For information about replacing the second battery, which is located in the media bay, see the *User's Guide* for your system on **support.dell.com**.

To remove the battery:

1. If the computer is connected to a docking device (docked), undock it. See the documentation that came with your docking device for instructions.
2. Ensure that the computer is turned off.
3. Slide the battery-bay latch release on the bottom of the computer, and then remove the battery from the bay.

To replace the battery, follow the removal procedure in reverse order and press down until the battery-bay latch release fully engages.

Storing a Battery

Remove the battery when you store your computer for an extended period of time. A battery discharges during prolonged storage. After a long storage period, recharge the battery fully (see "Charging the Battery" on page 26) before you use it.

Troubleshooting

Follow these tips when you troubleshoot your computer:

- If you added or removed a part before the problem started, review the installation procedures and ensure that the part is correctly installed.
- If a peripheral device does not work, ensure that the device is properly connected.
- If an error message appears on the screen, write down the exact message. This message may help support personnel diagnose and fix the problem(s).
- If an error message occurs in a program, see the program's documentation.

NOTE: The procedures in this document were written for the Windows default view, so they may not apply if you set your Dell computer to the Windows Classic view.

Lockups and Software Problems

CAUTION: Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

The computer does not start up

ENSURE THAT THE POWER CABLE IS FIRMLY CONNECTED TO THE COMPUTER AND TO THE ELECTRICAL OUTLET

The computer stops responding

NOTICE: You may lose data if you are unable to perform an operating system shutdown.

TURN THE COMPUTER OFF — If you are unable to get a response by pressing a key on your keyboard or moving your mouse, press and hold the power button for at least 8 to 10 seconds (until the computer turns off), and then restart your computer.

A program stops responding

END THE PROGRAM —

1 Press <Ctrl><Shift><Esc> simultaneously to access the Task Manager.
2 Click the **Applications** tab.
3 Click to select the program that is no longer responding.
4 Click **End Task**.

A program crashes repeatedly

NOTE: Most software includes installation instructions in its documentation or on a floppy disk, CD, or DVD.

CHECK THE SOFTWARE DOCUMENTATION — If necessary, uninstall and then reinstall the program.

A program is designed for an earlier Windows operating system

RUN THE PROGRAM COMPATIBILITY WIZARD —

Windows XP:

The Program Compatibility Wizard configures a program so that it runs in an environment similar to non-XP operating system environments.

1 Click **Start**→ **All Programs**→ **Accessories**→ **Program Compatibility Wizard**→ **Next**.
2 Follow the instructions on the screen.

Windows Vista:

The Program Compatibility Wizard configures a program so that it runs in an environment similar to non-Windows Vista operating system environments.

1 Click **Start** → **Control Panel**→ **Programs**→ **Use an older program with this version of Windows.**

2 In the welcome screen, click **Next**.

3 Follow the instructions on the screen.

A solid blue screen appears

TURN THE COMPUTER OFF — If you are unable to get a response by pressing a key on your keyboard or moving your mouse, press and hold the power button for at least 8 to 10 seconds (until the computer turns off), and then restart your computer.

Other software problems

CHECK THE SOFTWARE DOCUMENTATION OR CONTACT THE SOFTWARE MANUFACTURER FOR TROUBLESHOOTING INFORMATION —

- Ensure that the program is compatible with the operating system installed on your computer.
- Ensure that your computer meets the minimum hardware requirements needed to run the software. See the software documentation for information.
- Ensure that the program is installed and configured properly.
- Verify that the device drivers do not conflict with the program.
- If necessary, uninstall and then reinstall the program.

BACK UP YOUR FILES IMMEDIATELY

USE A VIRUS-SCANNING PROGRAM TO CHECK THE HARD DRIVE, FLOPPY DISKS, CDS, OR DVDS

SAVE AND CLOSE ANY OPEN FILES OR PROGRAMS AND SHUT DOWN YOUR COMPUTER THROUGH THE START MENU

Dell Diagnostics

CAUTION: Before you begin any of the procedures in this section, follow the safety instructions in the *Product Information Guide*.

When to Use the Dell Diagnostics

If you experience a problem with your computer, perform the checks in "Lockups and Software Problems" on page 29 and run the Dell Diagnostics before you contact Dell for technical assistance.

It is recommended that you print these procedures before you begin.

NOTICE: The Dell Diagnostics works only on Dell computers.

NOTE: The *Drivers and Utilities* disc is optional and may not ship with your computer.

Start the Dell Diagnostics from either your hard drive or from the optional *Drivers and Utilities* disc.

Starting the Dell Diagnostics From Your Hard Drive

The Dell Diagnostics is located on a hidden diagnostic utility partition on your hard drive.

NOTE: If your computer cannot display a screen image, contact Dell (see "Contacting Dell" in your *User's Guide*).

1. Shut down the computer.
2. If the computer is connected to a docking device (docked), undock it. See the documentation that came with your docking device for instructions.
3. Connect the computer to an electrical outlet.
4. The Dell Diagnostics can be invoked in one of two ways:
   - Turn on the computer. When the DELL™ logo appears, press <F12> immediately. Select **Diagnostics** from the boot menu and press <Enter>.

     NOTE: If you wait too long and the operating system logo appears, continue to wait until you see the Microsoft Windows desktop. Then shut down your computer and try again.
   - Press and hold the <Fn> key while powering the computer on.

     NOTE: If you see a message stating that no diagnostics utility partition has been found, run the Dell Diagnostics from the optional *Drivers and Utilities* disc.

   The computer runs the Pre-boot System Assessment, a series of initial tests of your system board, keyboard, hard drive, and display.

- During the assessment, answer any questions that appear.
- If a failure is detected, the computer stops and beeps. To stop the assessment and restart the computer, press <Esc>; to continue to the next test, press <y>; to retest the component that failed, press <r>.
- If failures are detected during the Pre-boot System Assessment, write down the error code(s) and contact Dell (see "Contacting Dell" in your *User's Guide*).

If the Pre-boot System Assessment completes successfully, you receive the message `Booting Dell Diagnostic Utility Partition. Press any key to continue`.

5 Press any key to start the Dell Diagnostics from the diagnostics utility partition on your hard drive.

Starting the Dell Diagnostics From the Optional Drivers and Utilities Disc

1 Insert the *Drivers and Utilities* disc.

2 Shut down and restart the computer.

When the DELL logo appears, press <F12> immediately.

If you wait too long and the Windows logo appears, continue to wait until you see the Windows desktop. Then shut down your computer and try again.

NOTE: The next steps change the boot sequence for one time only. On the next start-up, the computer boots according to the devices specified in the system setup program.

3 When the boot device list appears, highlight **CD/DVD/CD-RW Drive** and press <Enter>.

4 Select the **Boot from CD-ROM** option from the menu that appears and press <Enter>.

5 Type `1` to start the menu and press <Enter> to proceed.

6 Select **Run the 32 Bit Dell Diagnostics** from the numbered list. If multiple versions are listed, select the version appropriate for your computer.

7 When the Dell Diagnostics **Main Menu** appears, select the test that you want to run.

Dell Diagnostics Main Menu

1 After the Dell Diagnostics loads and the **Main Menu** screen appears, click the button for the option you want.

Option	Function
Express Test	Performs a quick test of devices. The test typically takes 10 to 20 minutes and requires no interaction on your part. Run **Express Test** first to increase the possibility of tracing the problem quickly.
Extended Test	Performs a thorough check of devices. The test typically takes 1 hour or more and requires you to answer questions periodically
Custom Test	Tests a specific device. You can customize the tests you want to run.
Symptom Tree	Lists the most common symptoms encountered and allows you to select a test based on the symptom of the problem you are having.

2 If a problem is encountered during a test, a message appears with an error code and a description of the problem. Write down the error code and problem description and follow the instructions on the screen.

If you cannot resolve the error condition, contact Dell (see "Contacting Dell" in your *User's Guide*).

NOTE: The Service Tag for your computer is located at the top of each test screen. If you contact Dell, technical support will ask for your Service Tag.

3 If you run a test from the **Custom Test** or **Symptom Tree** option, click the applicable tab described in the following table for more information.

Tab	Function
Results	Displays the results of the test and any error conditions encountered.
Errors	Displays error conditions encountered, error codes, and the problem description.
Help	Describes the test and may indicate requirements for running the test.

Tab	Function
Configuration	Displays your hardware configuration for the selected device. The Dell Diagnostics obtains configuration information for all devices from system setup, memory, and various internal tests, and it displays the information in the device list in the left pane of the screen. The device list may not display the names of all the components installed on your computer or all devices attached to your computer.
Parameters	Allows you to customize the test by changing the test settings.

4 When the tests are completed, if you are running the Dell Diagnostics from the *Drivers and Utilities* disc, remove the disc.

5 When the tests are complete, close the test screen to return to the **Main Menu** screen. To exit the Dell Diagnostics and restart the computer, close the **Main Menu** screen.

Index

B

battery
- charge gauge, 22
- charging, 26
- checking the charge, 22
- performance, 21
- power meter, 22
- removing, 27
- storing, 28

C

computer
- crashes, 29-30
- stops responding, 29

D

Dell Diagnostics, 30

Dell support site, 8

diagnostics
- Dell, 30

documentation
- End User License Agreement, 6
- ergonomics, 6
- online, 8
- Product Information Guide, 6
- regulatory, 6
- safety, 6

documentation *(continued)*
- User's Guide, 6
- warranty, 6

Drivers and Utilities disc
- Dell Diagnostics, 30

E

End User License Agreement, 6

ergonomics information, 6

H

hardware
- Dell Diagnostics, 30

hibernate mode, 25

I

installing parts
- turning off your computer, 16

L

labels
- Microsoft Windows, 7
- Service Tag, 7

O

operating system
reinstalling, 10

Operating System disc, 10

P

power
hibernate mode, 25
standby mode, 24

problems
blue screen, 30
computer crashes, 29-30
computer stops responding, 29
Dell Diagnostics, 30
general, 29
program crashes, 29
program stops responding, 29
software, 29-30

Product Information Guide, 6

Q

QuickSet Help, 10

R

regulatory information, 6

S

safety instructions, 6

Service Tag, 7

software
problems, 29-30

standby mode
about, 24

Starting the Dell Diagnostics From the Drivers and Utilities Disc, 32

Starting the Dell Diagnostics From Your Hard Drive, 31

support website, 8

T

troubleshooting
Dell Diagnostics, 30

U

User's Guide, 6

W

warranty information, 6

Windows 2000
hibernate mode, 25
standby mode, 24

Windows Vista
reinstalling, 10
Windows XP
hibernate mode, 25
reinstalling, 10
standby mode, 24